

Electronic Patient/ Health Record (EPR/EHR) System Planning & Implementation Service

VERACITY

1. Service Overview

Healthcare organisations in the UK, and globally, are aggressively moving to Electronic Patient Record (EPR) / Electronic Health Record (EHR) systems to transform their existing legacy systems and processes, onto digital platform. Veracity are here to support those organisations to deliver that transformation in order to enhance patient safety, NHS efficiency, and care coordination across the healthcare sector.

Veracity will work in partnership with those organisations in order to create a streamlined and user focussed 'single source of truth' for patient information, that will drive accessibility improvements and reduce patient waiting time. Our teams engage with your from the outset, working on the planning and discovery phase, all the way through to post go live support, in order for the organisation to begin realising the benefits of their new EPR/EHR system.

Veracity have supported and delivered EPR/EHR system implementations across several complex multi-site NHS trusts and healthcare organisations, ranging from 12,000 - 40,000 users. We will deliver a bespoke service that encompasses: full business case development, including Strategic Outline Case (SOC), Outline Business Case (OBC), and Full Business Case (FBC) to the five case HMT Green Book standard; financial planning and forecasting; project management, business analysis, and PMO delivery across Agile and PRINCE 2/Waterfall methodologies; integration architecture, technology strategy, and implementation support; and communication planning, floorwalking, and end-user technology training.

Whilst many of these services can be delivered using in-house expertise, we recognise that there may be need to engage specialist external services to support this. This may be to address capacity issues without impacting business as usual activities, or to access the services provided by a specialist professional consultancy often for a limited period.

Veracity service is designed to complement a customer's existing capability to provide specialist support, assistance and advice. It is always our aim to promote knowledge transfer to customer teams, to upskill them and over time to reduce the reliance on external support.

2. Detail of Service Delivery

Veracity brings extensive experience working in NHS and healthcare settings and possess appropriate professional IT qualifications. We will agree a service package appropriate to each requirement. Our Delivery Director, and Service Delivery Function will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required. We will always seek to be flexible with our clients and vary our services where required to help our clients to optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required. .

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work



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